




**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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J. TYLER McCAULEY
AUDITOR-CONTROLLER

September 24, 2004

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **SOUTHEAST AREA SOCIAL SERVICES FUNDING AUTHORITY
(SASSFA) CONTRACT REVIEW – NUTRITION PROGRAM
PROVIDER**

We have completed a review of Southeast Area Social Services Funding Authority (SASSFA), a Nutrition Provider. The review was conducted as part of the Auditor-Controller's Centralized Contract Monitoring Pilot Project.

Background

The Department of Community and Senior Services (DCSS) contracts with SASSFA, a private, non-profit community-based organization, which provides Congregate and Home-Delivered meals to seniors, ages 60 or older, their spouses, and the disabled residents located in Service Planning Area (SPA) Seven. SASSFA provides meals at six various Congregate meal sites: La Mirada/Hillcrest, Whittier, Pico Rivera, South Whittier, Santa Fe Springs, and Los Nietos. In addition, SASSFA has five assigned Home-Delivered meal routes within Whittier area, where they deliver meals to older adults who are homebound due to an illness and/or disability. SASSFA is located in the Fourth District.

DCSS pays SASSFA \$3.85 for each Congregate meal and \$4.75 for each Home-Delivered meal served. The negotiated rate is based on SASSFA's budgeted program costs and the estimated number of senior participants that the Agency estimated in their proposal. For Fiscal Year 2003-04, DCSS paid SASSFA approximately \$634,000.

"To Enrich Lives Through Effective and Caring Service"

Purpose/Methodology

The purpose of the review was to determine whether SASSFA was providing the services outlined in their Program Statement and County contract. We also evaluated SASSFA's ability to achieve planned service and staffing levels. In addition, we interviewed participants to confirm that they received the meals that SASSFA's billed to DCSS. Our monitoring visit included a review of SASSFA's Annual Service Level Assessment report, billing statements, participant case files, personnel and payroll records, and interviews with the Agency's staff.

Results of Review

Overall, SASSFA billed DCSS for actual meals served as outlined in its County contract. SASSFA maintained appropriate sign-in sheets to support the number of meals billed to DCSS, and participant Intake forms to document the eligibility of the participants. The Agency also employed qualified staff to perform the duties required by the County contract. Both the Congregate and Home-Delivered senior participants interviewed disclosed that the meals they received from the Agency were satisfactory.

Review of Report

On July 19, 2004, we discussed our report with SASSFA. In their attached response, SASSFA agreed with the results of our review. We also notified DCSS of the results of our review.

We thank SASSFA for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:DR:DC

Attachment

c: David E. Janssen, Chief Administrative Officer
Department of Community and Senior Services
Cynthia Banks, Chief Deputy Director
Laura Medina, Program Manager
Nancy Stowe, Project Director, SASSFA
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee

**CENTRALIZED CONTRACT MONITORING PILOT PROJECT
NUTRITION PROGRAM
FISCAL YEAR 2003-2004
SASSFA**

BILLED SERVICES / CLIENT VERIFICATION

Objective

Determine whether SASSFA provided the services billed in accordance with their contract and whether the program participants actually received the meals.

Verification

We selected a sample of 57 program participant case files (45 seniors received meals at congregate meal locations, and 12 seniors received home-delivered meals) that received meals during April, May, and June 2004, and verified whether valid documentation existed to support the participants' program eligibility. In addition, we visited La Mirada, Whittier, and Pico Rivera Senior Centers to reconcile the names of the individuals on the sign-in sheets and/or computer log to the individuals that received a meal.

We also conducted telephone interviews for the 12 participants that received home-delivered meals.

Results

Home-Delivered Meals

SASSFA maintained proper documentation to support the eligibility of the participants to receive program services. In addition, all 12 of the participants interviewed confirmed that they received home-delivered meals from SASSFA, and that the meals met their expectations.

Congregate Meals

SASSFA initially requires each participant to complete an Intake form, listing their name, home address, telephone number, date of birth, and emergency contacts. SASSFA staff data enters the participant's information into an automated system maintained by DCSS. After data entering the information, SASSFA's staff provides each eligible participant with a meal card that contains a bar code with a unique identifier for each participant. The meal card is scanned each time the participant receives a meal at a congregate meal site. SASSFA also requires the participants to sign daily sign-in sheets.

During our visit to the three congregate meal sites, we reconciled the names on the sign-in sheets and/or computer log to individuals that received the meals. In addition, 45 program participants interviewed acknowledged receiving meals during April-June 2004. Overall, the Agency is in compliance with the County contract.

Recommendations

There are no recommendations for this section.

STAFFING LEVELS**Objective**

Ensure that staffing levels are equal to the levels identified in the County contract.

Verification

We interviewed the Project Director, two Nutrition Coordinators, and six Site Managers and reviewed all 15 employee time-cards.

Results

SASSFA's proposed staffing level identified 2 full-time, and 13 part-time employees to provide direct program services. SASSFA's actual staffing level that provides direct program services includes two full-time staff, and 13 part-time (25-30 hours per week) employees.

Recommendations

There are no recommendations for this section.

STAFFING QUALIFICATIONS**Objective**

Determine whether SASSFA's staff meets the qualifications required by the contract.

Verification

We interviewed six staff who worked directly on DCSS' nutrition contract. In addition, we reviewed the personnel files for all 15 staff to confirm their qualifications.

Results

All staff possessed the educational and work qualifications required by the County contract.

Recommendations

There are no recommendations for this section.

SERVICE LEVELS**Objective**

Determine whether SASSFA's reported service levels for Fiscal Year (FY) 2003-04 significantly varied from planned service levels.

Verification

We reviewed DCSS' monthly billing invoices from July 2003 through June 2004 and compared SASSFA's proposed service levels for the same period.

Results

The Agency's reported service level exceeded their planned service levels. For Fiscal Year 03-04, the SASSFA's planned service level for meals served at congregate meal sites was 60,926 meals. The actual service level reported by the Agency was 72,277 meals. For Home-Delivered meals, the Agency's planned service level was 39,500 meals. The actual service level was 42,271 meals. Although the contractor exceeded their service levels, the additional meals served did not have a financial impact to the County.

Recommendations

There are no recommendations for this section.



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September 15, 2004

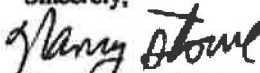
Mr. J. Tyler McAuley, Auditor-Controller
County of Los Angeles
Department of Auditor-Controller
Kenneth Hall of Administration
500 W. Temple Street, Room 525
Los Angeles, CA 90012-2766

Dear Mr. McAuley,

Ms. Mary Ann Morato audited SASSFA's Integrated Care Management and Nutrition on June 21-23, 2004. I have reviewed the results of Ms. Morato's audit, and am pleased to find that her review was favorable, in that she cited no infractions, misrepresentations or omissions in regard to our adherence with the Program Statement and County Contract.

I would also like to take this opportunity to express that Ms. Morato was a delight to have at our agency during this process. Her experience, professionalism, and compassion for her job are apparent and she is a very competent auditor. In addition, she was very helpful to my staff and me in answering questions and making suggestions for improving our program. We will look forward to working with Ms. Morato again in the future.

Sincerely,


Nancy Stowe, M.A.
Program Director